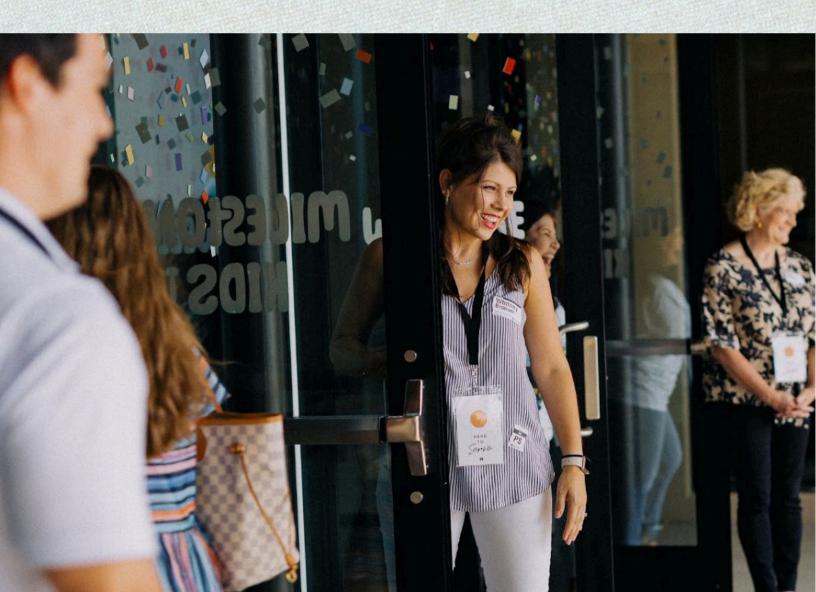
INCREASING

SERVETEANS. Cragageraera Cra



Summary.

Increasing volunteer engagement is essential to growing your church... and you can do it! We believe any church can build and sustain a thriving volunteer team by focusing on two fundamental values: Healthy Culture and Effective Systems.



HEALTHY CULTURE

What does a healthy volunteer culture look like?

The key to health and sustainability for your volunteer team begins with building a healthy culture. Let's create a culture where people use their gifts, understand the mission, and love showing up to serve! When we start with the immediate need in mind and recruit from a place of desperation — we end up taking shortcuts that ultimately weaken the culture you're trying to build.

2

EFFECTIVE SYSTEMS

Your systems reveal how much you value your volunteers.

The bottom line is that metrics matter. The reports you create and data you track will you give insight into how to value your teams. That's why we want to track metrics that matter. But it's not just about the data that's systematic. Every meeting you host, every training you do, every pre-service huddle has to be structured and intentional. We'll also share about our L1/L2/L3 strategy to steward high capacity volunteers and give emerging leaders opportunities to grow.

No matter how big or small your team is, you can change the culture. Take it one step at a time and we believe you'll start the see the results!

HEALTHY CULTURE

WHAT DOES A HEALTHY CULTURE LOOK LIKE? BETTER SAID: WHAT DOES IT FEEL LIKE?

- Every church, every staff, and every Serve Team has a culture.
- Even if you think you don't have a culture. you do.
- Culture is the product of what we value, what we celebrate, and what we tolerate.
- If you want to shift your culture, it will take consensus with senior leaders of your church and constant attention.

WHERE TO START? ESTABLISH THE CORE VALUES OF YOUR SERVE TEAM.







OUR VALUES

Milestone is an everyone church.

- We are not a crowd or mob filled with spectators & consumers.
- We're not a cruise ship, we're a battleship.
- We all have a part to play.
- Together we:
 - Take faith steps
 - Serve
 - o Give.
 - Celebrate.
- We believe that the local church—walking in unity, made up of individual gifts willingly offered to further the mission of the local church—is the most resource-rich environment on the face of the earth. It's unstoppable.

The Serve Team is an expression of spiritual family.

The Serve Team is a place to discover and activate the gifts that God has given each of us.

God has given each of you a gift from his great variety of spiritual gifts. Use them well to serve one another. 1 Peter 4:10

The Serve Team expresses God's love to everyone who walks through our doors.

"The seeds of evangelism are quiet acts of kindness that have resounding effects." - Steve Chesnut, The Power of Connection in the Church

We serve with sincerity, joy, and gratitude.

These values require constant reinforcement:

- · It's this, not that.
- It's celebrating what we want to see more of.
- How can you be a great volunteer? You actually care. That's your job description. We need you to care.
- · Go the extra mile when serving guests and attenders.
- Smiling
- Engagement with guests, high fives, eye contact.
- Countenance
- · Attire, look put together.
- We don't look bored.
- We focus on guests more than each other.
- We're on mission.
- You can leave your post to serve the one.
- We always walk when giving directions, never point.
- Handoffs are so important.
- We want to create remarkable experiences.
- Healthy cultures have high attendance at training events.
- · Teams that have fun grow.
- · Teams that are connected grow.
- · Teams that have a clear vision grow.
- · High retention, low turnover.
- · Healthy teams create opportunities to lead.
- Healthy teams emphasize the gift more than the need.
- Be intentional about placing someone in a role that maximizes their spiritual gift. When we're driven by need we dilute and cheapen the recruiting process.

7 et First Time
Juests

EFFECTIVE SYSTEMS

YOUR SYSTEMS REVEAL HOW MUCH YOU VALUE YOUR VOLUNTEERS.

PRE-SERVICE HUDDLES

- Vital
- 10 Minutes



Huddle Plan

4 C's To Every Huddle					
1. Celebrate Introduce new team members & celebrate specific people or stories					
2. Coach	Share one of the specific "Coaching Points" from below				
3. Comunicate	Share practicals the team needs to know				
4. Close	End with asking for prayer requests from the team and pray for them				

Coaching Points							
Our Why	Pursue Spiritual You Excellence Family Matter						



MONTHLY SERVE TEAM CULTURE MEETING

- Metrics & Accountability
- L2 & L3 review & volunteer sharing discussion
- Key Dates/Upcoming Events
- What's the why?
- Best practices (onboarding, team huddles)
- Stories

MEASURE WHAT MATTERS

WEEKEND CHECK-IN REPORT

KELLER		1.	HASLET		McKINNEY	
	Optimal # Needed Each Weekend			Optimal # Needed Each Weekend		Optimal # Needed Each Weekend
Greeters	64		Greeters	24	First Impressi	16
Ushers	70		Ushers	10	Ushers	
Hospitality	35		Hospitality	8	Hospitality	
Cafe	41		Setup/Tear Do	12	Worship	9
Safety	58		Safety	12	Production	3
Shuttle	12		Production	8	Safety	
Parking	41		Parking	12	Parking	
Production	22		Worship	11		
Guest Team	60		Guest Team	24	Guest Team	
Kids Check in	85		Kids Check in	12	Kids Check in	
Preschool	160		Preschool	28	Preschool	10
Discovery	27		NextGen SetU	18		
K-3rd	140		Elementary	30	Elementary	12
Forty5	76		Forty5		Forty5	4
Six78	70		Six78	20	Six78	2
Facilities	30		Facilities	8	Facilities	
Prayer Team	42		Prayer Team	12	Prayer Team	
Production	22					
TOTAL	1055		TOTAL	249	TOTAL	56

NET GROWTH

	:				
	Total Gained	Total Lost	Net Growth	Team Tota	
Elementary	262	54	208	488	
Preschool	195	114	81	402	
Check-In	33	55	-22	154	
Facilities	36	23	13	68	
First Impressions Total	129	29	100	387	
Ushers	24	29	-5	128	
Traffic	52	0	52	134	
Safety	46	0	46	112	
Guest Team	85	43	42	214	
Greeters	106	113	-7	274	
Cafe	18	5	13	40	
Hospitality	39	17	22	97	
Pastoral Care	59	19	40	134	
PC Prayer/Restore	73	176	-103	220	
MS/HS	209	107	102	526	
MYA	101	0	101	109	
Worship	93	42	51	269	
Production	105	3	102	104	

201 CONVERSION

Date		TOTAL		
2024 YTD	Attended 201	969		
	Joined Team	514		
	Conversion %	53%		
	201 Conve	ersion (Accurate	through Nov 1st)	
	Attended 201	Joined Team	Conversion %	
Elementary	50	18	36%	40-50% = Poor
Preschool	86	65	76%	51-60% = Average/Par
Check-In	36	26	72%	61-70% = Good
Facilities	42	21	50%	71%+ = Excellent
First Impressions	271	168	62%	
Guest Team	28	22	79%	
Cafe	12	6	50%	
Pastoral Care	68	26	38%	
MS/HS	98	43	44%	
MYA	47	20	43%	
Worship	35	18	51%	
Production	32	17	53%	
Missions	110	59	54%	
Shuttle	11	7	64%	
Parking	40	30	75%	
Safety	56	43	77%	
Total	969	514	53%	

CASCADE

Last Name	→↑ First Name	▼ AC	Status	▼ SubStatus ▼	Vol (L1)	Outreach (L1)	▼ Team Lead (L2) ▼	SG Leader (12)	Director (13)	SG Coach (L3)	TOTAL
DeArmond	Penny		Member	Keller Campus	L1 ST Vol	odd cdcii (LI)	Team Lead (LL)	Jo Leader (LL)	Director (ES)	30 coach (L3)	TOTAL
DeBord	Melanie	43	Member	McKinney Campus		1					1
Deck	Landon	38	Member	Haslet Campus		1					1
Deck	Staci	38		Haslet Campus		1					1
Decker	Natalia	31	Member	Keller Campus	1	1					2
DeFord	Jessica	33	Attendee	Keller Campus		1					1
Degrenier	Jonathan	27	Member	Keller Campus	1						1
Dektor	Steve	59	Member	Keller Campus		1					1
Dektor	Bonnie	61	Member	Keller Campus		1	1				2
Del Bosque	Elizabeth E.	53	Member	Keller Campus		1					1
DeLaney	Elizabeth		Member	Keller Campus	1						1
DeLeon	Mario	56	Attendee	Keller Campus		1					1
DeLeon	Alex	19	Member	Keller Campus	1	1					2
DeLeon	Jill	53	Member	Keller Campus	1	1					2
Delgado	Angelica	32		Keller Campus		1					1
Delgado	Maggie	71		Keller Campus	1						1
Delin	Caroline	29		Keller Campus		1		2			3
Delin	Ryan	31	Member	Keller Campus		1		2			3
Delsandro	Patti P.	65		Keller Campus		1					1
Delsignore	Nick	46		Keller Campus	1						1
DeMaggio	Victor	66		Keller Campus							0
DeMeglio	Miles	15		Keller Campus	1						1
DeMeglio	Richie	43		Keller Campus	1	A .					1
Dennison	Hudson	14		Keller Campus		1					1
Deno	Mark		Attendee	Keller Campus	1	1					2
Deno	Aliana	12		Keller Campus		1					1
Deno	Tony	14		Keller Campus	1	1					2
Deno	Alex	15		Keller Campus		1					1
Deno	Amanda	41		Keller Campus	1	1				A 0.	1
DePetra	Thomas	12		Keller Campus	1	1					2
DePetra	Val		Member	Keller Campus	1		1	2	3		7
DePetra	Garin		Member	Keller Campus	1					3	4
DePetra	Hailey	17	Youth of Attendee	Keller Campus	1	1					2
DeSimone	Melissa	49	Member	Keller Campus	11						1

ANNUAL SERVE TEAM VISION NIGHT

Our annual Serve Team Vision night is a time to gather, worship together, talk about the next season of our church, and celebrate our Serve Team.

- Sunday Evening Service
- Share Key Dates and Future Plans
- Celebrate with Food Trucks and Desserts

UNDERSTAND WHAT VOLUNTEERS VALUE

Ask, how do we really value volunteers?

1. Information

- Job description
- Training
- Details for serving
- Expectations

2. Affirmation

- Celebrate milestones with each team member
- Give recognition

3. Care

- Be there in challenging times
- Pastor people, know the state of your flock. Our Team Leads are expected to be a loving, pastoral voice to their teams.

4. Gear



Greeter Guidelines

We are the first faces that people see when they walk into church. We want to engage with everyone we greet in a way that is friendly and genuine while also super-serving people by meeting needs as they come up. Here is everything you need to know related to serving in this role!



- What to do before you serve:

 - A Accept your serving request in Planning Center:

 Check-in ot any of this kissts in the commons

 Put your name tog sticker that prints out on the top right side of your chest

 Put on a Serve Team Inaryard from the Serve Team room.

 Use a cobiner in the Serve Team room to put your belongings away
 (parses, coffee cape, Bibles, etc.) so you can serve "houst free"

 Meet your tream leads for the handle or your cell time.
- What to do while you serve:
 - Smile & engage with everyone "Welcome," & "Come on in!"
 - "Welcome", & "Come on in!"

 If you are assigned to a door:

 Keep the door closed and open it for people as they approach

 Keep the door closed and open it for people walking up see a person
 engaging with them rather than just seeing a building

 freet at your assigned location until 15 minutes into service, to super-serve
 anyone running tate to service

Reaching People. Building Lives.

OUR SERVE TEAM 201 FOLLOW-UP PROCESS

201 & First Serve

201 BREAKOUTS

First Serve Date Established



Same Day Text (0 iMessage Wed, Sep 18 at 5:19 PM Hey Cale & Brooke! This is Kim Warren with the connections team at Milestone Danny loved getting to meet you both at 201. He let me know y'all our guest experience team- we would love to have you! What service do yall normally attend? If you want to try serving together with Danny's team, he is leading this Saturday. Let me know if that works for you and I can get it all scheduled! Thu, Sep 19 at 9:56 AM Hey Kim! We enjoyed getting to talk to Danny and excited to serve! We normally attend the 9:00 service but are wanting to try the Saturday service. We're going to talk tonight about our weekend schedule and can

First Serve + Follow-Up

Kids: Observation

Youth: Orientation / serve

4

Onboarding

get back to you tomorrow about

Following First Serve, individuals are onboarded using Rock and Planning Center.

STEWARDING OUR LEADERS

ROLE	ROLE STATUS
VOLUNTEER (Team Member / Local Outreach Participation)	LEVEL 1
TEAM LEAD (Team or Small Group Leader)	LEVEL 2
DIRECTOR	LEVEL 3

- This is how we pastor our people.
- This is how we communicate to our teams.
- This is how we steward the weight our volunteers carry.
- This is how we create leadership opportunities for emerging leaders.
- This is how we minimize "volunteer sharing."
- This is how we scale for future growth.

ACTION STEPS

- Establish 3-5 values for your Serve Team.
- Establish meaningful metrics and look for trends.
- Establish ways to consistently value your volunteers.

CONTACT US

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